

Royal Mail International Update

October 2019

This update, about incidents which have affected international mail services throughout October, was issued by Royal Mail Customer Services on Thursday 28 November 2019.

Information about issues currently affecting the movement of international mail, including international bank holidays, can be found at: www.royalmail.com/internationalupdates.

Africa

Botswana

Start date: 22 October 2019

End date: 28 October 2019

The country held national elections on 23 October, and by presidential directive, the 24 and 25 October were declared national holidays. Botswana Post's operations were closed on these dates with no processing or delivery. Normal services resumed on 28 October.

Libya

Start date: 16 July 2014

End date: Ongoing

Mail services to Libya are currently suspended until further notice.

South Africa

Start date: 1 October 2017

End date: Ongoing

Very poor service has been observed for mail into South Africa. South Africa Post Office has advised this is due to abnormally high volumes of mail.

This has created bottlenecks in their processing locations due to space constraints and processing capacity. The communicated recovery plan expected at the end of October does not look to have resolved the issues and with the peak Christmas volumes, this is likely to increase delays. Delays are approximately 35 days.

Asia

China

Start date: 1 October 2019

End date: 7 October 2019

A national holiday took place from the 1-7 October, for the 70th anniversary of the People's republic of China. Delivery delays were expected as a result.



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Hong Kong

Start date: 28 September 2019

End date: 22 October 2019

Further public events resulted in roadblocks in major areas of Hong Kong and caused disruption to the processing of all mail services (inbound and outbound).

Indonesia

Start date: 30 September 2019

End date: 8 October 2019

Post Indonesia restructured its operational processes in Jakarta. This may have resulted in delays to the processing and delivery of inbound international mail including confirmation of arrival scanning events.

Japan

Start date: 12 October 2019

End date: 13 October 2019

Japan Post has informed us that an airport is scheduled to close due to a Typhoon, which is scheduled to hit the east of Japan on 12 October.

Although the airport will resume operations on 13 October. Japan Post is making at every effort to ensure the delivery and dispatch of international mail items by using other international mail hubs.

However, delivery delays are likely during the Typhoon period.

Malaysia

Start date: 20 October 2019

End date: Ongoing

Malaysian Post has informed us they have been experiencing IT service disruptions since Sunday 20 October 2019 because of an internal system shutdown. As a result, the processing and delivery of inbound and outbound international mail will be delayed.

Philippines

Start date: 2 September 2019

End date: 24 October 2019

Philippine Post informed us it was experiencing problems with international dispatches conveyed by air. However, normal service was restored on the 24 October.

Syria

Start date: 6 December 2012

End date: Ongoing

Mail services to Syria are currently suspended until further notice.

Thailand

Start date: 5 September 2019

End date: 8 October 2019

Tropical Storms Podul and Kajiki, which hit northern and north-eastern parts of Thailand, resulted in flash floods in many areas, resulting in delays to mail operations and transportation in the following postcode areas: 32xxx, 34xxx, 35xxx, 37xxx, 40xxx, 45xxx, 64xxx, 65xxx, 66xxx and 67xxx

Normal service resumed on the 8 October.

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Australasia

Start date: 8 October 2019

End date: 25 October 2019

Due to severe weather and bushfires in New South Wales, collection and delivery of all mail products in postcode area 2469 was affected between 8-25 October.

Europe

Greece

Start date: 2 October 2019

End date: 3 October 2019

The Confederation of the Greek workers took 24-hour strike action on Wednesday, the 2 of October.

As a result, the processing and delivery of International mail was affected on strike day and immediately after, due to any possible backlog from the strike with delivery delay expected.

Italy

Start date: 1 February 2017

End date: Ongoing

We have become aware of processing delays on all inbound international traffic arriving in Italy.

To reflect the current transit times, we are temporarily extending our delivery aims as follows:

Untracked products: 6-8 working days; Tracked products: 4-6 working days and Tracked and Signed For products: 5-7 working days.

Norway

Start date: 1 August 2018

End date: Ongoing

Norwegian Post has confirmed their International Mail Hub due is continuing to experience delays following modernisation.

Although there have been improvements, a proportion of Tracked mail is still experiencing delays daily. Norwegian Post has confirmed further enhancement activities are planned for processing improvements.

Poland

Start date: 1 November 2019

End date: 3 November 2019

Due to a system upgrade there was no exchange of tracking information for both inbound and outbound mail from 7am 1 November to 10pm 3 November.

Portugal

Start date: 12 August 2019

End date: 8 October 2019

Portuguese fuel-tanker drivers have sent a notice of a strike starting 12 August for an undefined period. This strike will affect airport operations and while Portugal Post has contingency plans in place to mitigate impact to mail operations, the quality of service may be affected during the strike period and delivery delays may result.

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Sweden

Start date: November 2017

End date: Ongoing

Delivery scanning of 'Tracked' has improved in recent months, however, it still isn't where it's expected to be and we'd recommend customers use Tracked & Signed services to Sweden for more reliable tracking information.

Ukraine (Crimea & Sevastapol)

Start date: 18 March 2014

End date: Ongoing

Mail services to Crimea and Sevastapol are suspended until further notice.

Latin America & Caribbean

Bermuda

Start date: 18 September 2019

End date: 10 October 2019

Hurricane Humberto hit the island which affected mail services until the 10 October.

Brazil

Start date: 16 October 2017

End date: Ongoing

We've been advised that there are currently delays with mail into Brazil. We believe this may be due to industrial action, however this is yet to be confirmed. However, what we can say is that any mail posted in the last 5-7 days could be in a backlog and any mail affected may experience at least a 10-day delay from posting to delivery.

We are taking steps to re-route where possible and expect any new postings from the end of this week to be clear of the backlog, but could still be subject to some delay in delivery of 3 days or more.

Chile

Start date: 20 October 2019

End date: Ongoing

Due to Social and Political unrest since Sunday 20 October, Correos Chile is experiencing delays in the processing and delivery of both inbound and outbound mail.

Venezuela

Start date: 4 July 2017

End date: Ongoing

The local situation has disrupted mail flows into Venezuela and our supplier has had to stop delivering mail into Venezuela. As a result, we can no longer accept any mail for Venezuela, any mail on hand will be returned to sender.

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Middle East

Lebanon

Start date: 20 October 2019

End date: Ongoing

Lebanon Post has informed us there have been evening protests and demonstrations in various cities across Lebanon. Many roads are blocked, until further notice, there'll be no mail processing operations, collections or deliveries.

Yemen

Start date: 27 March 2015

End date: Ongoing

Mail services to Yemen are currently suspended until further notice.

North America (USA & Canada)

Canada

Start date: 9 October 2017

End date: Ongoing

What's the issue?

Canada Post are experiencing delays to delivery services due to high volumes of incoming mail. Delivery aims for Royal Mail services for Canada are normally 5-7 working day, however, International Standard and International Tracked & Signed are severely delayed, taking 3-4 weeks to be delivered.

What alternative is there?

If you have been posting using our Royal Mail 'Tracked and Signed service', we highly recommend you use our 'Tracked service' option which is providing much speedier processing and delivery times. Simply select the correct service and label. If you are not set up on our Tracked service, please talk to your usual Royal Mail contact who will help you with the next steps. Finally, for our Customers using the Post Office to send your items, simply ask for a "Tracked service" at the counter.

A note about Customs in Canada

Whilst Customs clearing processing times are totally outside our control, it is worth remembering that Canada is one the countries with the lowest de-minimis of 20 Canadian Dollars (circa £11). This means that any goods equal or above that value will systematically go through a clearance process thus creating additional delays. Most of what our customers send is under DDU (Delivered Duty Unpaid) meaning that the recipient is responsible to pay any duty or taxes. Read more on our country guide [page royalmail.com/canada](http://royalmail.com/canada), thank you.

Other

Ascension Islands/Saint Helena

Start date: 6 February 2018

End date: Ongoing

Air transportation to the Ascension Islands/St Helena is currently reduced due to ongoing runway work. Unfortunately, given the location of the countries, there is no viable alternative which would arrive any earlier. Although, customers can continue to send mail there will be significant delays in the delivery of all products. Please note: Mail to the Falkland Island is not affected.

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Help and advice

More information about Royal Mail's international products and services is available on our [royalmail.com/international pages](https://royalmail.com/international/pages). Alternatively, if you're a business customer you can contact your usual Royal Mail service contact or call our dedicated Business Centre on 08457 950950. If you're a residential customer, you'll need to call 03457 740740.

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